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Date: July 29, 2004

By: Sherry Duncan Bitler
Sherry Duncan Bitler

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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In re application of HARTMAN et al.

Confirmation No.: 1070

Serial No.: 09/766,469

Examiner: Z. MAUNG

Filed: January 19, 2001

Art Unit: 2154

FOR: MANAGED SERVICES PLATFORM

RECEIVED

Mail Stop Patent Application
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313

AUG 05 2004

Technology Center 2100

RESPONSE TO OFFICE ACTION

Sir:

In response to the Office action of May 12, 2004, please amend the above-identified application as follows:

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 3 of this paper.

Remarks/Arguments begin on page 9 of this paper.

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